

## RHINO STEEL BUILDINGS

# Terms and Conditions

### Design and supply of Cold Rolled Portal Frame Steel Building Kits

#### Your Agreement with us

We will confirm acceptance (or otherwise) of your order as soon as possible, either by email (if your order is placed on-line) or by telephone (if your order is placed over the telephone). A binding agreement arises once we accept your order and we will then charge a non refundable deposit on acceptance of your order.

#### Payments

You can pay for your order by Cheque, Bacs or Chaps. We will take all reasonable care to keep your order details secure. Balance of payment for kit must be made in full in cleared funds 7 days prior to dispatch from factory. *Retention of title*. All goods remain the property of the company until paid for in full. If the billing address and delivery address do not match, a letter or email will be sent to the billing address. You will then need to respond to the letter before the goods can be despatched.

#### Cancellation and Returns Information

Any transit damage, shortages or incorrect goods supplied must be noted on the delivery note at the time of delivery.

Please ensure that you thoroughly inspect your goods for any cosmetic damage, incorrect goods, missing parts or other problems as soon as you receive them. If this is done after delivery has taken place, you are required to contact us within 7 days of delivery of your goods giving full details in writing of any problems for us to arrange for suitable action to be taken.

#### Damaged Goods

If you receive goods in a damaged condition, please make a note of this on the despatch note, you will need to notify us of this by email or letter in any case within 7 days from receipt of goods. Please try and supply photographic images of damage by email to speed up the process.

#### Incorrect Goods/Wrong amount of Goods

It is your responsibility to ensure that you have signed for the correct number of goods delivered. At time of delivery you must also check that you have received the correct goods in accordance with your order by checking against bill of materials supplied with kit.

If you find that you have received incorrect goods or the wrong amount of goods, you must make a note of this on the despatch note. You must then notify us of this by email or letter in any case within 7 days from receipt of goods .

**Please note:** Do not fit an item if it is damaged. This counts as acceptance of goods and the item is then non returnable.

# RHINO STEEL BUILDINGS

## Unwanted Items

You have the right to cancel your order at any time before goods are manufactured / delivered however it will result in loss of monies paid . We will try to resell through our web site or by other means to to limit losses , this could result in incurring further charges.

In compliance with the distance selling regulations you have a "*Cooling Off*" period where you may withdraw from this agreement at any time up to 7 days after the day we have delivered the goods to you. If we have delivered the goods, you must not have used them and must have kept them in the condition they were delivered. You must return them to us, at your cost. Returned items after may be subject to 35% handling charge.

When we receive the goods we will inspect them to ensure all manuals, accessories and other components are within the returned package and that the goods are in the condition that we sent them to you with packaging. All items are subject to inspection. If we receive an item that either is not in the condition we sent it or has missing components we shall deduct a reasonable amount to cover any costs to us or return them to you if they are not re-sellable.

**Please note:** We are unable to take back items that are bespoke/built to order.

## Faulty Items

If after fitting a component you find that it is faulty, meaning your product shows symptoms of failure preventing basic operation (this does not include any superficial or cosmetic damages, for example scratches or dents), please contact us at your earliest convenience. We shall then arrange for an approved engineer to visit you free of charge and offer you the following options; If repairable, the engineer may be able to carry out repairs on site or order parts and come back at your convenience to carry out the repair.

**Replacement** - we shall arrange for a replacement to be delivered to you at our expense and for the faulty item to be collected (usually at the same time). providing the component has been verified by the engineer as being faulty, we shall arrange for the component to be collected from your property and a replacement given.

### **Please note -**

Any faulty items have to be seen by an authorised service engineer before any action can be taken. If your goods are not found to be faulty, a call-out charge may be incurred.

If your item becomes faulty after having been fitted for more than 28 days, please contact the Manufacturer directly to arrange a service call, this is part of the manufacturer's guarantee. ( Gliderol doors 10 years .)

# RHINO STEEL BUILDINGS

## Complaints Procedure

If, in the unlikely event, you wish to make a complaint, please contact us in writing to address as follows.

## Customer Care Department

Rhino Steel  
23 Seafield Road  
Inverness IV1 1SG  
Scotland

We shall then fully investigate the matter and contact you within 7 working days from receipt of letter.

This guarantee is in addition to any warranties or conditions implied by law and nothing in these terms affects your statutory rights.

## Delay or Failure to Perform

We shall not be liable to you if we are prevented or delayed in performing of our any obligations to you if this is due to any cause beyond our reasonable control e.g.

- an act of God, explosion, flood, fire or accident,
- war or civil disturbance,
- strike, industrial action or stoppages of work,
- any form of government intervention,
- a third party act or omission,
- failure by you to give us a correct email or delivery address or notify us of any change of address. If this happens we shall inform you as soon as is reasonably practicable.
- 

## Data Protection and Privacy

Information we learn from our customers enables us to continually improve the service we offer, including improving the ranges of products we sell, the information we give on our Web-Site and special offers. However, we take privacy of information relating to our customers very seriously and comply with all UK data protection laws in collecting, storing and using this information.

## What personal information we will gather about you

Using this Web Site, contacting us and purchasing products from us, both on-line and over the telephone, may involve you giving us certain information about yourself, including your name and address, telephone number, email address.

# RHINO STEEL BUILDINGS

## Storing and Sharing Information

Any information we receive from you, either by entering it on our Web-Site, in writing, by email, by fax, over the telephone or by other means will be stored by us and we will take all reasonable care to keep your personal data secure and to prevent any unauthorised access to it. Other than as required by law or in the prevention of fraud, we will not pass information we hold about you to any other organisation, but it is intended that any consent given above will benefit any purchaser of our business.

## Security

Other information transmitted over the internet may be open to scrutiny by others. However, when you purchase on-line, your credit/debit card details will be encrypted, to help keep them confidential.

## Caring for you purchase

Always refer to the operating, care and maintenance instructions in relation to each product manual which is available as download from company web site

[www.rhinosteel.co.uk](http://www.rhinosteel.co.uk)

## Product Descriptions

We have made every effort to display as accurately as possible the colours of our products that appear on this Web Site. However, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the actual product. Please request colour samples prior to ordering if in doubt.

## Product Specifications

**Please note:** All pictures and colour samples for our products are for illustration purposes only and not a guide to buying any product, if any products are received wrong due to this reason then a suppliers restocking charge will be passed on to the customer. While we try to be as accurate as possible, all sizes, weights and measurements quoted are approximate, we reserve the right at any time to change any part or component within the building kit to reflect changes in the design or manufacturing process of said building kit. The bill of material supplied with building kit contains all parts as per contract. Further parts that may be required over and above that than supplied with kit due to amendments by client or determined by others including structural engineers, building control, building contractor, project management in the completion of project for whatever reason shall be subject to separate order / contract number and costed accordingly and paid in full prior to shipping (normal delivery times apply) we will not be held liable for any delays.

## health and safety

The products sold on this Web Site have been designed to comply with the health and safety laws of the UK and we cannot warrant or represent that they comply with any health safety carried out by others in the erection of building kit. Therefore it important to ensure all work is carried out by qualified professionals .

*Thank you for choosing Rhino.*

# **RHINO STEEL BUILDINGS**